

Barriers Experienced By Our Nursing Team During Triage of Our Patients in Our Facility

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Background

Our facility is an ambulatory outpatient care facility that serves a residential community of predominantly young families and has a multispecialty mix with pediatrics being our greatest footfall.

Prior to any patient being seen by the clinicians in our facility, the patient are triaged by the nursing team to assist with adequate prioritization.

A number of informal concerns has been raised by the nursing, clinical and administrative staff with respect to barriers to the triage of our patients as well as feedback from the patient on press garney patient evaluation feedback

Literature Review and Purpose

Nursing triage is a process by which trained nurses sort or filter patients by a formal early assessment with an intent to assist and ensure that patient receive effective prompt attention within the available resources (1).

The word triage is a French word which means to sort and was reported to be initially used by the French soldiers during the First World War when the victims were prioritized according to their injuries and condition to assess who needed to be attended urgently promptly (2)

My project was aimed to ascertain if there are and the barriers faced by nursing during triage in our facility.

In our facility, we use the ESI - Emergency Severity Index triage tool (3,4) which is reliable and valid in terms of effective triage for an all age population (3) as the demographics of our practice is inclusive of both children and adults.

Moreso, the ESI triage provided us a prompt means of validated assessment within the context of our available resources (4).

Method

I discussed the project idea with the stakeholders, - the clinic local management and leadership team and engaged the leader of the nursing team, the head nurse who represented the nurses.

The nurses consent to engage in the project was also obtained. Questionnaires evaluating the nurses' barriers were given to all the nurses to complete.

The data was collected and analyzed

Sample Size

We are a facility that sees approximately 120patient per day and we have 9 nurses. All the nurses were included in completing of questionnaire and there was a 100% completion rate by the nurses.

Data Collection

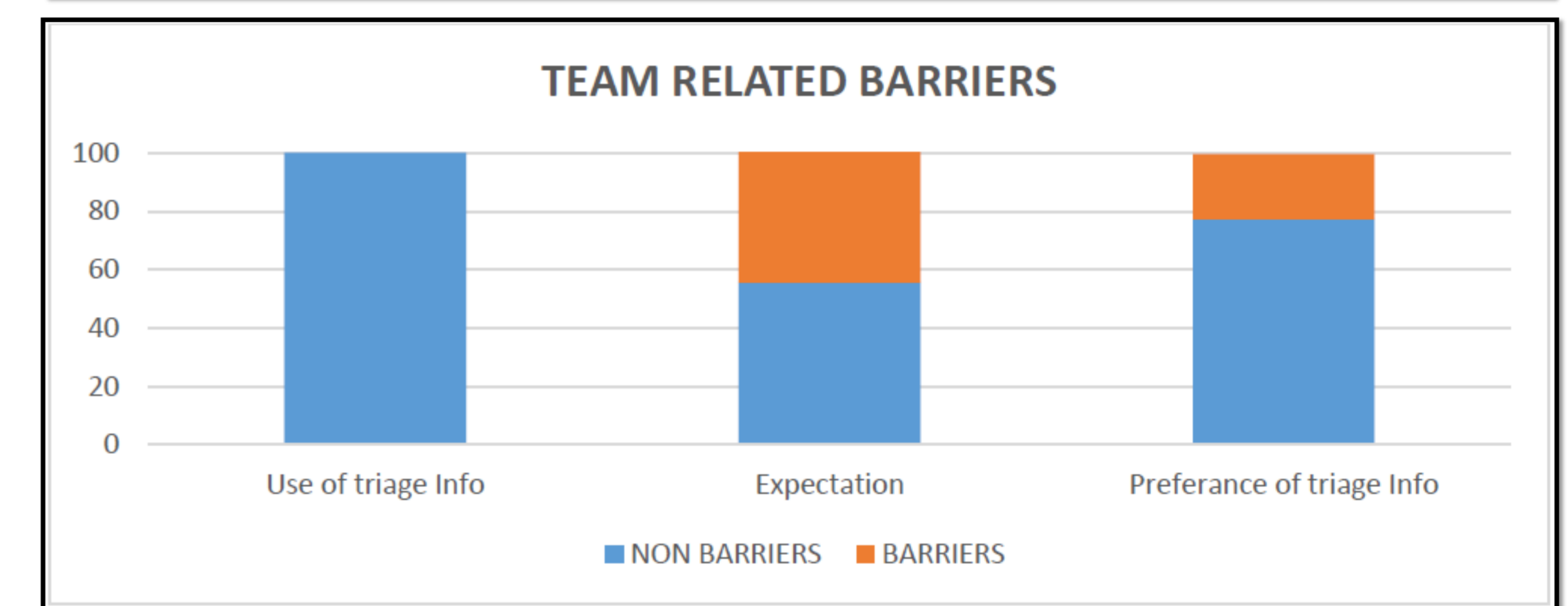
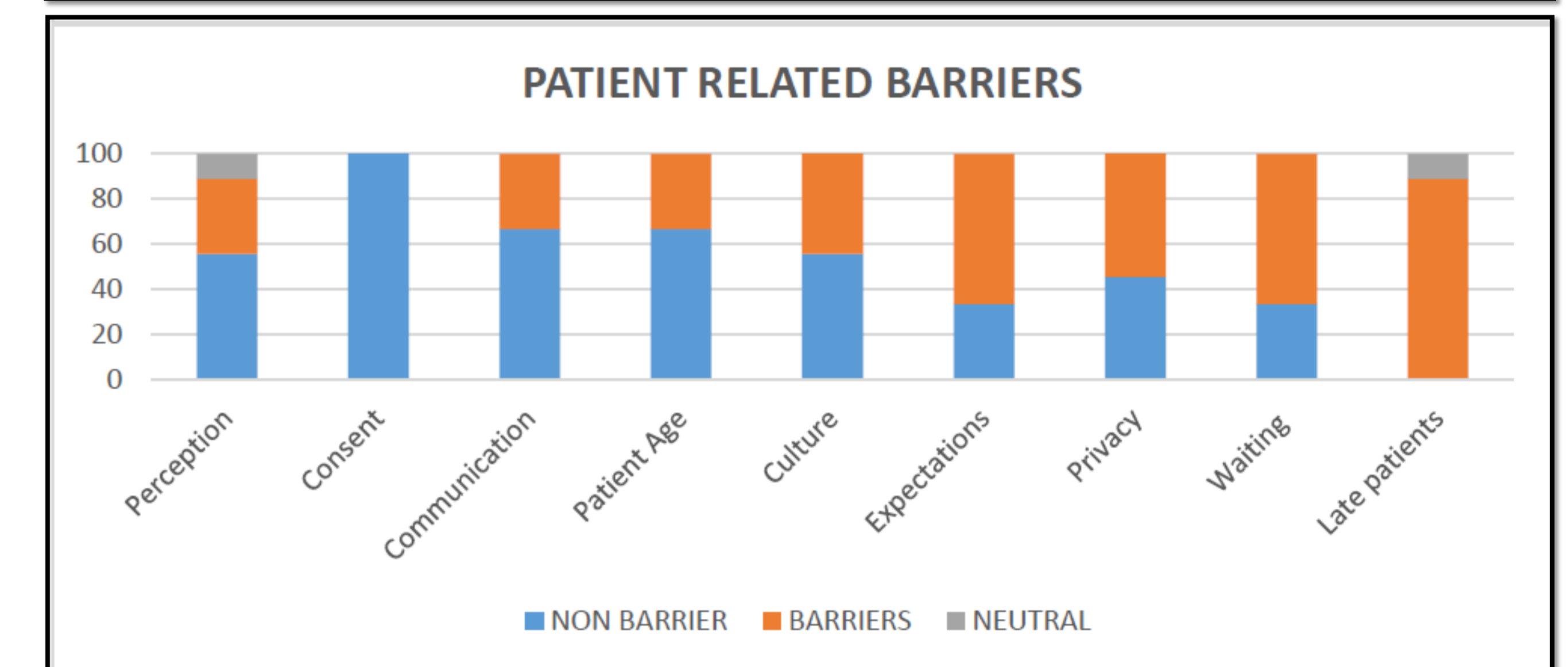
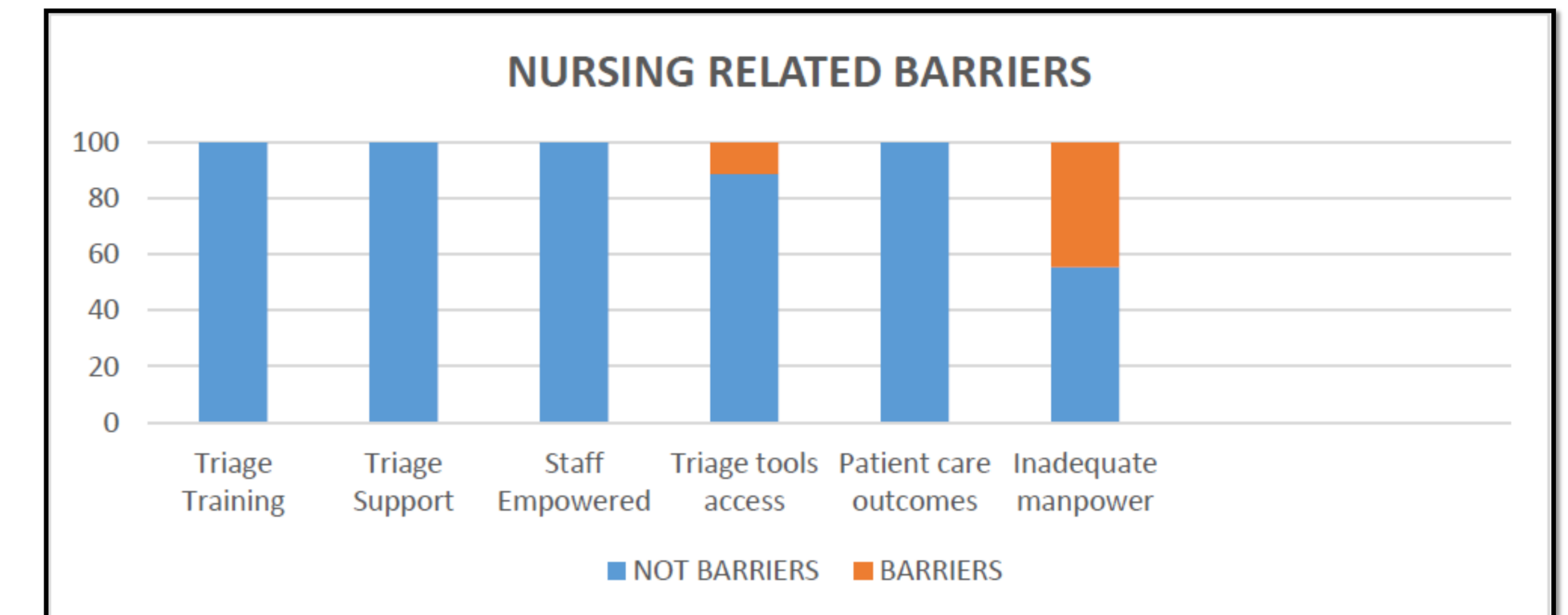
The barriers experienced by the nurses were divided into patient related barriers, nursing team related barriers and team player related barriers as well as open box for nurses to include other barriers which were not captured in the questions presented in the questionnaires

Analysis

A shortfall of tools required for adequate nursing triage and assessment was identified.

- Staff Triage Awareness and Training Needs was identified.
- Patient communication difficulties during triage process was identified.
- Potential need to review our current patient flow management was identified.

Results



Recommendations

1. Assess and address the triage tools shortfalls Highlight the nursing power shortfall, its impact on patient safety and service delivery to the local management team
2. Consider Possible education sessions for staff to reiterate the relevance of triage
3. Explore the communication challenges face and assess ways of addressing barriers- potentially review our current protocol on communication
4. Review the clinics' management of patient flow and late patient management protocols and assess if any modifications and improvements can be made
5. Do we need to change our current triage method or is it fit for purpose?

References

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